

OPPORTUNITY ANNOUNCEMENT



Urgently | Roadside Assistance Omnichannel Customer Service (Phone & Chat)



Service Revenue

Service Revenue
\$12.36 per hour*
(\$6.18 per interval)

**Hourly rate shown assumes the servicing of two, 30-minute intervals.*



Certification

Class Schedule

Phase I

01/03/2022 – 01/14/2022

Phase II – Start Earning Revenue!

01/17/2022 – 01/21/2022

Class Times Offered

Monday – Friday

9:00 a.m. – 1:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET

Intervals Available*

24/7/365

Most Intervals Available

Monday – Friday

10:00 a.m. to 8:00 p.m. ET

Special Servicing Requirements*

6 intervals (3 hours) on Fridays

6 intervals (3 hours) on Saturdays, Sundays or a combination of both



Servicing Times Available

**Subject to change based on client needs*



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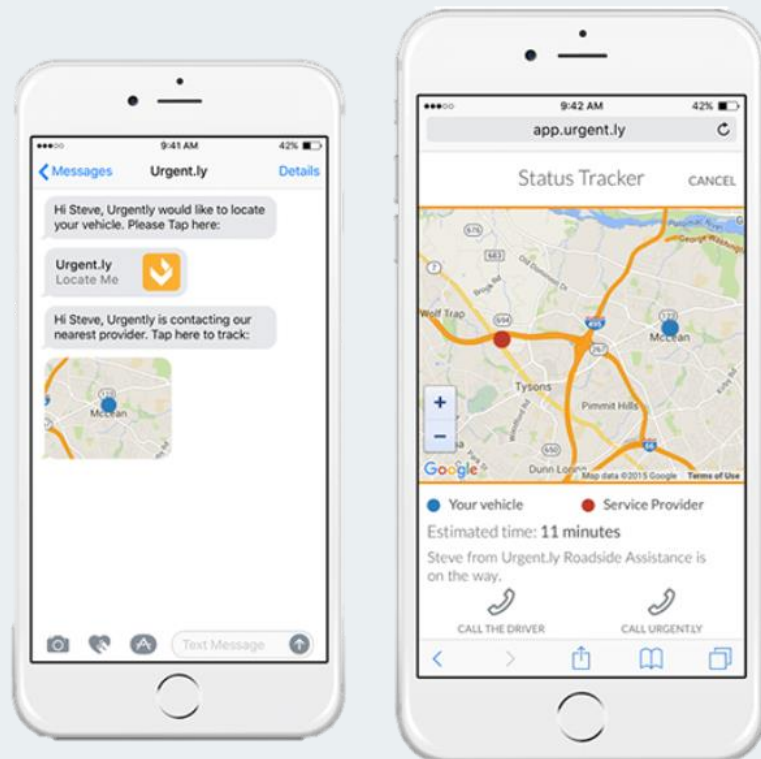


About the Client | Urgently

Urgently's Roadside as a Service™, the only global digital roadside assistance platform, continues to reimagine the roadside assistance industry to the benefit of global brands, roadside assistance professionals, and consumers.

Urgently's solution delivers the quickest, safest and most innovative roadside assistance service, products and technology by combining location-based services, real-time data, AI and machine-to-machine communication.

Urgently's platform powers roadside assistance solutions in North America, Europe and Asia for leading brands across the automotive, insurance, telematics and other transportation-focused verticals.





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System and Equipment

Equipment Must Meet Platform Standards

[Click Here for System & Equipment Policy](#)

Additional Client Program Technology Standards

Laptop/Desktop Requirements:

- **Dual Monitors highly recommended**
- i5 CPU - minimum (i7 CPU recommended)
- 8 GB of RAM - minimum (16GB recommended)
- 128GB SSD
- Windows 10 Pro 64-bit

Arise Secure Desktop (ASD) The Arise Secure Desktop (ASD) flash drive is a device necessary to successfully access the Arise Platform in order to service a client program.

The ASD is an additional operating system on a computer which provides a secure and streamlined environment. It does not interact with an existing windows operating system. It is launched from a USB flash drive and does not install on a computer. Once the ASD is removed, no trace of it is left on the PC.

- Agents will need to provide or purchase their own flash drive to download the ASD onto, and instructions will be emailed to the enrolled agent on how to download the ASD software to that flash drive.
- Upon enrollment in a certification course for a client program, make sure to keep an eye out for an email with instructions on how to create the ASD.

Arise Secure Desktop (ASD) Purchase Suggestions*

Amazon [SanDisk Ultra CZ48 32GB USB 3.0 Flash Drive](#) \$8.99

Best Buy [PNY - Elite Turbo Attache 4 32GB USB 3.0](#) \$12.99

Walgreens [Infinite USB Flash Drive 16GB](#) \$16.99



* This list of equipment does not constitute an endorsement or recommendation by Arise but is provided for informational use and your convenience. It is your responsibility to decide what equipment you would like to use and which retailer from which to purchase such equipment. Arise disclaims all liability to any person in respect of anything done or omitted to be done wholly or in part in reliance on the information contained herein.



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What to Expect When Servicing



What to Expect

Service Partners on the Urgently program must be extremely focused on providing the BEST customer experience. They will pick up the case AFTER the initial emergency call has been made by the customer. Cases will be handled via chat, phone and SMS (using the client's chat tool)*.

On a day-to-day basis, Service Partners can expect to participate in real-time case management for roadside assistance by:

- Overseeing the successful completion of each roadside breakdown incident ("the case") after the initial call from the customer. Servicing agents will do so by:
 - Providing support
 - Providing support to Urgently customers, tow companies and other service providers through chat and voice channels
 - Helping to guarantee a smooth and empathetic customer experience for Urgently customers experiencing car troubles
 - Gathering & verifying all information about the customer's car troubles
- Overseeing all aspects of an Urgently roadside service request case by reviewing case details & responding to messages in a timely and effective manner. Including but not limited to:
 - Reviewing case notes for Relevant Information
 - Resolving alerts as directed by the system
 - Making note of all actions taken as well as required future actions
 - Ensuring the Customer, Partner, and Provider are all kept up-to-date via chat, voice or other channels
- Releasing the Case once completed

**Service Partners will NOT be using their mobile phones for SMS messages. They will be using the client's chat tool.*



Capabilities of Top Performing Service Partners for this Program

- Attention to detail
- Passionate about customer service and providing empathetic responses
- Self-starter
- Be a Brand Ambassador – be a part of the Urgently brand
- Ensuring the security of customers' information & their well-being



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CERTIFICATION DETAILS

Instructor-Led eLearning & Self-Paced Work

In this phase:

Agents will learn about the client, how to navigate systems, and how to complete case management

Requires strong attention to detail, lengthy periods of intense concentration, a great deal of learner involvement and class participation.

8 Class Days:

- Day 1 - ASD
- Days 2 to 8 – Instructor-led content
- Self-paced content daily

Instructor-Led Learning & Certification Call-Taking Earn While You Learn!

In this phase:

A combination of instructor-led class time and call-taking. Additional details will be provided in class.

Opportunity to apply what you learned in Phase 1. Service Partners will service at least 3 hours per day in certification call-taking. Learners will spend the remaining hour in class instruction.

During the Certification SOW, Service Partners are required to service a minimum of 30 intervals (15 hours) per week during times posted in Starmatic and as outlined in the SOW. Please review the Certification SOW for additional information, including the end date.

See Page 1 For Class Dates and Time

100% attendance in instructor-led sessions is highly encouraged for success



Urgently | Roadside Assistance Omnichannel Customer Service (Phone & Chat) CERTIFICATION DETAILS



Certification Completion Criteria

- Complete pre-course work prior to day 1
- 100% completion of course content
- 100% attendance is critical
- 80% or greater on assessments, mid-term, and final assessments
- Successfully pass live certification call-taking
- Complete certification call-taking servicing hours as outlined
- Achieve 85% or better QA score on scored live certification calls
- Success Strategies for Certification
- Success Strategies for Production
- Complete Affidavit of Identification
- All learners must complete the Service Partner Security Awareness self-paced course and score 85% or higher on the assessment before the last day of class



We highly suggest that you attend class every day - as this is critical to your company's success. If you are not able to attend a class, please advise your instructor. Failure to notify your instructor could result in being dropped from class with no refund.

Read complete course policies [here](#)



THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND AFFIDAVIT OF IDENTIFICATION

A background check will be prompted once you pay for the course. Details on the type of background check and the requirements to pass it will be provided before payment is made.

- If a Service Partner does not pass the background check, the certification course fee will be refunded, minus a processing fee which will be displayed/visible before payment is made.
- If a course is paid for with a voucher, a voucher will be re-issued, minus a processing fee.
- Refunds will not be provided if the background check is not completed in a timely manner.

IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS

Please note a credit freeze will delay the process. If you have frozen your credit, you will have to temporarily lift the credit freeze with Experian. You do not need to lift the freeze at the other credit bureaus. Please lift the freeze for a minimum of 10 days. You will need to wait at least 24 hours before attempting the background check.

If you have recently changed your name, it may delay or disrupt the background check. Please make sure that full and correct legal name is included in your profile and provided in the background check step. Also, please ensure the Experian is aware of your name change.

Arise uses First Advantage to complete the background checks. Under certain circumstances, First Advantage may reach out to you to clarify your information. Your prompt response to First Advantage will accelerate the process of completing your background check and enrollment.

AFFIDAVIT OF ID

A completed, Affidavit of Identification with photo ID must be on file.

- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right and select Affidavit Form.
- Make sure to follow all instructions and once completed, submit the form to AriseAffidavits@arise.com

Please note:

- Arise will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites have been successfully completed and provided to Arise.
- If the learner is removed or dropped from the opportunity for failure to complete all steps, no refunds will be provided.



Service level requirements vary and are subject to change

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

Service Level Requirements		Metrics Definition
Commitment Adherence	> 90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as $\text{Serviced Minutes} / (\text{posted Minutes} + \text{Released Lockdown Minutes}) \times 100$
Productivity Time	95%	The percentage of time that the agent is productive and engaged in processing Urgently alerts
Average Handle Time	Outbound Calls: 2 minutes Chats/Messages: <4 minutes	Average time to resolve alerts
Quality Assurance	90% or better	Quality Assurance Critical Score are the elements of Urgently's Quality program specific to the customer's experience and compliance to Urgently's processes and procedures.
Documentation	100%	Includes all applicable case documentation and dispositioning



Log-in codes are confidential, user-specific and will only be generated for confirmed course attendee

All business's must ensure that their agents have a professional work environment, when in class and when servicing.

- Commitment Adherence is critical to this program. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

You DO NOT QUALIFY to participate in this program if any of the following applies:

- Currently enrolled in any Agero program
- Currently servicing Urgently through any other vendor, or servicing through any other Emergency Roadside Service Program
- Are already in "interested" status for another opportunity.
- The dates and/or times of the class for this opportunity overlap with a class for another opportunity you are already enrolled in.
- Were servicing one or more SOWs that were terminated for cause, including a 'Breach of SOW Client Policy' for this client program.
- Have a dropped status from 3 or more opportunities within the last 90 days, regardless of whether it is this program or a different one.
- Have a Commitment Adherence below 90%.

DISCLAIMER

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course.